

# Complaint Tracking for NY (06/01/2004-05/31/2005). Total Customer Contacts: 162

| Date of Complaint | Nature of Complaint   | Date of Resolution | Explanation of Resolution  |
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| 01/03/05          | Customer states the agent did not keep her informed. The customer explained that she saw the words "ringing 1..2..hello" and then for the next 43 seconds she was totally uninformed. Finally in parenthesis (pause) was typed. The customer stated she does not appreciate being left wondering what is going on in her call. Apologized to customer. No further contact requested.  | 01/03/05           | Operator was spoken to regarding this call. She was reminded to always keep the customer informed during the call and do not let long pauses occur.  |
| 01/13/05          | VCO customer came into customer service and was confused about why he was transferred to customer service. Customer said agent didn't let him know what the voice mail said. Customer asked for Sue Ann, but got Joanne. Customer told agent to call back and agent did not inform caller that Sue Ann had answered the phone. Customer thought he had received the voice mail again and told agent to disconnect. Customer told agent to redial but was transferred to Customer Service instead. | 01/13/05           | Operator was informed that it is her responsibility to keep the customer informed if there are long pauses between people talking. Operator was reminded to relay each word of the conversation.   |
| 01/21/05          | A VCO customer called to say that the agent did not follow his instructions when dialing his call. Apologized for the handling of his call. No contact requested.   | 01/21/05           | Operator was pulled for discussion - reminded to follow customer's instructions.   |
| 01/24/05          | Customer complained agent did not follow instructions. Customer asked agent to type "beep GA" so she could leave a message on the first try, but agent typed out the entire recorded message. Agent typed "your message was left" even though it was not. Outbound party said she never received any message. Customer talked to supervisor and was told that she was still responsible for paying for the call. Apologized for problem, offered to credit the call. Follow up requested.         | 02/03/05           | Explained to operator that she must pay close attention to customer instructions. I also informed her that it is almost impossible to type out an answering mach message and allow the VCO to use their voice to leave a message all in one call. Explained that future occurrences would lead to corrective action. Credit offered to customer. Account Manager followed up with customer.  |
| 01/29/05          | A NY TTY user called to complain that the agent hung up on him. Is very worried that it will happen again. I apologized and told him we would strive to make sure that agents are not hanging up. Customer did not request follow up.   | 02/01/05           | Operator was spoken to about the call. Did not remember it, but was reminded of the penalties for disconnecting on a call.   |
| 02/01/05          | Customer stated he told operator to keep calling and he won't. He called two times, and I told him to keep calling and he hung up on me. I'm getting sick of this. Apologized to the customer.  | 02/01/05           | Operator pulled for discussion. Operator outdialed number and realized Carrier of Choice was Verizon. Redialed with correct carrier. Operator typed answering mach and realized - notes said not to type message out. Customer was yelling at operator and kept telling him to redial, which operator did. Operator got no response from customer - waited 5 minutes - then disconnected the call. I called the customer and left a message on his voice machine, apologizing. |
| 02/01/05          | Caller said agent did not keep her informed during the dialing of the number she was calling. Agent took control of her call and redialed a number 3 times without her telling him to do it. When she told agent that she did not appreciate his taking control of the call, caller said agent started typing while she was talking.<br>Response: Apologized to caller for problems and assured caller a complaint would be filed. Contact is required.   | 02/01/05           | Account Manager communicated with customer via e mail and explained that she had conveyed her concerns to the training department. Customer satisfied.   |
| 02/02/05          | TTY user stated that the CA disconnected the line in the middle of the call. The user attempted to say "hello" to the CA but received no response. I apologized for the inconvenience and assured the customer that it has been documented and that the appropriate supervisor would be notified. Customer does want to be contacted.   | 02/15/05           | Operator was spoken to about the penalties of disconnecting any call. Operator will be monitored by quality assurance frequently throughout the month. Customer contacted 2/15/05 with above information.  |
| 02/02/05          | Agent misdialed number on first call. VCO user provided number again. Agent dialed out, when on hold did not type holding. Second call made to different number, agent misdialed again. VCO user provided number again. There was some type of problem on the line & agent redialed the number twice but didn't inform the customer. VCO user upset that agent took control of call & didn't process her calls correctly. Customer requests contact.  | 02/15/05           | 2/4 Customer received an apology. Operator was coached on keeping customer informed of EVERYTHING that is taking place during the processing of a call. Contacted customer on 2/15 to let her know that the operator was spoken to and that the complaint will be put in the operator's file.  |

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| 02/04/05 | Customer states that this agent tried several times but never did connect him to the number he asked for. The agent also didn't let him know anything that was going on but simply typed "hold please" and then never did get through. The customer hung up and redialed relay and got a different agent and the call went through fine. Relay Customer Service response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested  | 02/08/05 | Agent coached on keeping customer informed.  |
| 02/06/05 | Customer was frustrated with the supervisor's inability to assist on the call. The agent asked for supervisor to come on the line, but it only further delayed call processing. The customer states the supervisors should keep the customer informed; they should be patient and willing to help. Apologized. Follow up requested.   | 02/06/05 | Center Manager spoke with this Team Leader. Advised importance of keeping customer informed and keeping control of the call. Team Leader will be sure to keep customer informed in the future. Customer contacted.   |
| 02/06/05 | Customer states the agent didn't follow his instructions. He was using his FD list. The agent had difficulty understanding him and asked the customer to type. He explains that he has a printout and knows he typed clear instructions. Apologized. Follow up requested.   | 02/06/05 | Spoke to operator concerning the call. The operator was confused about FD, so it was explained again to the operator. The operator now understands the procedure. Customer was contacted on 2/15 with the above information.   |
| 02/08/05 | TTY user reports agent called an automated system. Call was terrible. First a menu that operator got thru easily then on to a rep who asked more questions. Operator began to type over TTY user w/o giving GA. Operator informed customer 5 times in conversation the amt of time that had passed since call disconnected & would not answer any questions asked about call. After TTY user responded to operator the operator disconnected w/o warning. Apologized for problem encountered. Customer notes are: "customer may interrupt on recorded message options to make his choice" Customer requests contact ASAP.   | 02/15/05 | Spoke to the operator who handled this call. The recording disconnected, and the operator informed the caller of this. The operator feared that a transparency break would ensue if questions were answered, so the operator just kept letting the customer know that the call had disconnected by using the appropriate macro. The operator did not hang up on the customer. Customer was contacted 2/15 with this information. |
| 02/14/05 | VCO user gave number to operator to call...operator did not respond at all. After a few minutes, VCO user hung up. Customer thinks this is very rude. Apologized for the inconvenience. No follow up requested.   | 03/30/05 | Met and coached Ca on procedure. Explain to the Opr- do not hang up on the person, always respond in a timely manner, and to always be polite at all times.  |
| 02/16/05 | NY VCO customer said whenever calls are being placed at relay, Relay Operators whose ID numbers begin with 2XXX would not follow dial-out instructions. The customer verbally tells CA the dial-to number and nothing happens. The customer isn't sure if the Relay Operators realize the customer is a VCO user although, to the customer's knowledge, the note show, "VCO USER". Thanked the customer for letting us know and apologized for the inconvenience we've caused. Assured the customer that this complaint will be forwarded to the supervisor. Customer did not ask for follow-up. Since no specific ID number is provided for supervisor to meet with CA, this ticket is just to let mgmt. be aware. | 02/18/05 | 2/18/05 Email has been sent to all managers and they are now aware. Spoke with Sprint technician and no phone number listed to see if call is dropping in as branded. Will distribute information to agents on how to handle this type of situation.   |
| 02/24/05 | Account Manager phoned with this person's information advising that as of 4:09 PM today this customer is unable to reach the relay service by dialing 711 or 1 800 421 1220. She is getting a busy signal. When I dialed the 800 number I reached operator 8040F with no problem. I am unable to test the 711 number from this location. Trouble Ticket I002381351. Follow-up requested.  | 02/24/05 | Sprint technician followed up with end user. When end user uses the 800 number she is able to get through to NY Relay. This customer has recently moved to a new office location and the PBX system may not be set up to accommodate 7-1-1 calls. She will follow up with her PBX administrator and notify NY AM of status. Trouble Ticket closed on 2/18/05. Customer was notified on 2/18/05 and this ticket is closed.        |
| 02/25/05 | TTY Caller was upset that the CA started typing before the 'GA' was given.  | 03/03/05 | Coached CA to place extra precaution to avoid interrupting typing. CA acknowledged and assured it won't happen again.  |
| 02/26/05 | I'm a little upset. This person is rude, he hung up on me. Sometimes I've had hard time with relay. Bad spelling, too slow and wasting my time. They need to learn fast with the TTY. Advised customer that operator will be spoken to and find out the problem. Customer was satisfied - no further contact is required.   | 02/26/05 | The operator does not remember the call. He had many calls processed. We reviewed the procedures on hanging up and advised to contact a supervisor if a problem arises. Operator understands policy thoroughly.  |
| 02/26/05 | Hung up on me - I was talking to unemployment, and the operator just hung up on me. Apologized to customer. No call back requested.   | 02/26/05 | Had a discussion with the operator, and she has no recollection of hanging up on a customer discussing unemployment. Operator was reminded of the consequences of disconnecting on any caller, and that if there is any difficulty on a call, to call over a supervisor for assistance.  |

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| 02/26/05 | I am really angry right now. This operator hung up on me without my saying SK. And I told him (in customer notes) don't type messages. He ignored me. Every day I make calls. They ignore and type (recorded message) anyway. I am getting sick of it. They get good pay and they do a bad job. Thanked the customer for his comments. Told him the operator would be spoken with and reminded of the importance of following all customer instructions exactly. | 02/26/05 | Operator was spoken to about disconnecting any call - may result in termination. Also advised operator to review customer notes on each call processed. A message of resolution and apology was left on customer's answering machine.  |
| 02/27/05 | Operator explained to the voice caller that the TTY user is in control of the call and that all information must be typed verbatim. Voice person said operator was rude. No call back.   | 02/27/05 | Had a discussion with the operator - also assisted on the call. The TTY user complained to the voice party to continue the call, not to make the call difficult. The voice person then apologized to the TTY user, and the call continued. The operator asked the voice person if she had received a relay call before, she said yes, but continued to direct questions to the operator. |
| 02/28/05 | A customer called to complain that the agent did not follow instructions on a call. The customer asked the agent to call a store and ask for "Constantine," but the agent did not follow the instructions. Instead the agent typed "name unclear" when someone answered the phone, then the line disconnected. Apologized to customer for service issue. No follow-up requested.   | 02/28/05 | Operator is no longer with the relay center.   |
| 02/28/05 | NY VCO Customer states he is having garbling issues. He said he has talked to the NY tech many times about this. Customer gave his telephone number. Customer did not state whether he had garbling while talking to customer service. Customer did not have an agent number. Customer said we can call him if we have further questions. I apologized to the customer and told him I would turn in a Trouble Ticket. Customer would like a follow up.           | 03/10/05 | NY technician tried to reach customer but customer unavailable. Technician closed the ticket with the understanding the customer will contact if issue resurfaces. Closed on 3/2/05.   |
| 03/04/05 | I am very angry that this operator was talking garbage to my friend, playing games with my phone call. I did copy it, and I will fax it to my lawyer. No call back requested. Tried to get more information on the call, but the customer did not want to elaborate. He hung up promptly.  | 03/04/05 | Operator pulled for discussion. Operator did not remember the call - did not have a conversation with the outbound person. Operator realizes that she has to type everything heard to the customer. Was reminded of the penalties of breaking transparency.  |
| 03/05/05 | Refused to place 2nd call to a new number. Said "I'm disconnecting" and then operator hung up. Thanked caller for the information - didn't wish to leave contact information. Apologized for the inconvenience.  | 03/05/05 | Operator pulled for discussion. The call happened on Friday, March 4th. The operator had no recollection of the call, but said he would not intentionally hang up on any customer. Was reminded of the penalties for disconnecting a customer. QA will monitor throughout the month.   |
| 03/12/05 | VCO user with two lines, calling from one to the other, getting garbling. Apologized, Trouble ticket entered. Follow-up requested.   | 03/12/05 | Technician tried to reach this customer by phone several times with no answer. Both email addresses are UNDELIVERABLE. This will be closed due to customer unavailable   |
| 03/16/05 | Customer asked for a supervisor, and the operator wouldn't get one. The operator did not give an opportunity to leave message on answering machine when requested. Instructions were clear - requested to leave message when answering machine came on. Apologized to customer. No call back requested.  | 03/16/05 | Operator pulled for discussion. This is a brand new operator - graduated last week. We reviewed the VCO-Voice answering machine procedures. Operator understands. Over time, I'm confident the operator will improve.  |
| 03/19/05 | This operator did not respond when someone answered the call. She didn't respond to me. Then I asked what happened, and I got no response from the relay operator. Thanked the customer for taking the time to comment. Told him that this operator would be spoken with by a supervisor in her center. No call back requested.  | 03/19/05 | The agent does not remember the call nor does she remember having any technical difficulties recently. Told the agent to let us know if she is having any technical issues or issues with a customer. The agent was also reminded of the importance of following proper disconnect procedures and the consequences of not following these procedures.                                    |
| 03/25/05 | Operator dialed out the number provided by VCO caller, gendered the outbound voice caller and typed how it was answered. Immediately following the call set up there were busy signals heard and relayed to the VCO user by the operator. VCO customer was asked what that meant and felt confused. We thanked and apologized to the customer. This complaint will be sent to the operator's supervisor for coaching.  | 05/12/05 | Operator was spoken to about paying strict attention to notes. Operator apologized and said it would never happen again.   |

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| 03/26/05 | NY VCO customer said agent did a very good job on all her calls up until the very last call. The agent took it upon herself to redial when there was a fast busy. I apologized to the customer and thanked her for letting us know. Customer would like a follow up. She can be reached at work on Mon Tues or Wednesday in the mornings. If you call her at home call on this weekend or next weekend.   | 03/26/05 | Operator received a commendation for the first part of the call.<br><br>Operator was spoken to about taking control away from the caller under any circumstance. Originally, this was thought to be a commendation - it is actually both.   |
| 03/29/05 | Customer Complaint: HCO customer reported not being able to reach any long distance numbers today through NY relay. He only reaches fast busy signal, but when he dialed direct to the same numbers, he could hear the phone ringing. Trouble ticket #2460960 entered at 3:40 p.m. today. Customer Service response: Apologized for the inconvenience and informed caller that trouble ticket would be entered regarding this problem. Also, that technicians were already working to resolve the issue, as it has been reported by several other customers. Asked if it would be okay for a tech to contact him if needed--response was yes. No follow up requested. | 03/29/05 | Status changed from Resolved to Closed on 03/30/05 08:34:43. Testing and Implementation restored several T1's that were down and calls are now able to be processed.  |
| 03/29/05 | A VCO customer called in to complain that none of her calls are getting through relay, either incoming or outgoing. She has apparently had AT&T out to her house to check the lines and insists it is a problem on relay's end. She is constantly told there is a fast busy signal, and her friends have been given the same explanation when they try to call her line. Apologized for inconvenience. Opened trouble ticket.   | 03/29/05 | Given to technician for follow up.<br><br>Opened trouble ticket. Tried test call to her number and got fast busy signal. No further calls from customer. Status changed from Resolved to Closed on 3/30/05. IT&I restored several T1's that were down. All calls are going through. |
| 03/29/05 | A NY customer called to say that when they call from one phone number to another they get a fast busy signal. They do not get this if they dial the number direct only through relay. Trouble ticket has been put in on this problem.   | 03/29/05 | Trouble ticket entered - given to tech. IT&I restored several T1s that were down. All calls going through.  |
| 03/29/05 | A New York HCO user complained that his call could not go through. He kept getting a fast busy signal. Customer requests a call back.   | 03/29/05 | Given to Sprint tech for resolution.<br><br>Status changed from Resolved to Closed on 3/30/05. IT&I restored several T1's that were down. All calls are going through.  |
| 03/29/05 | A New York voice caller called to complain that she could not get a long distance call to go through relay all evening. She said the line has been busy all night.  | 03/29/05 | NY account manager called customer to resolve. This number has been disconnected. No follow up possible.  |
| 03/30/05 | VCO customer explained that she dialed the designated NY VCO number from her workplace. The operator asked 3 xs for the number, and the customer gave the number 3x. Apparently the operator never thought to open the VCO line to hear her speaking. The customer states the operator disconnected the line; she had to redial to get another operator to process her call. Apologized. No follow up.<br><br>The agent did not recall this incident; however the agent will make a conscientious effort to be sure to open the bridge when interacting with a VCO caller.  | 03/30/05 | Team Leader coached Operator on proper VCO call handling.   |

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| 03/31/05 | Voice customer unable to reach deaf mother due to fast busy signal. Attempted many times. Always reach fast busy. Call can be made from regular phone. Customer experienced this problem several days ago and it was resolved by Relay technician. (apologized for problem, advised trouble ticket and complaint would be opened immediately) Trouble ticket opened. Customer requests contact when resolved ASAP.                                       | 05/26/05 | Status changed from resolved to closed. NY technician tried a test call using MCI operator and it showed the restriction on the daughter's from number. Technician contacted daughter and she will check into this. This ticket is closed as of 4/11/05.   |
| 04/04/05 | The caller was not happy with either the service or response from the operator. Customer was calling her mother, who is deaf. Apologized to customer. No follow-up required.   | 04/04/05 | Met with agent, but agent did not remember this call. Coached agent on always voicing a call with clarity and accurate pronunciation. Also coached agent on always maintaining a professional phone image during a call.   |
| 04/09/05 | Customer's daughter has been trying to call all morning and is being told the call is blocked. The daughter is calling collect and it says they do not accept collect calls. I show nothing blocked to stop this call. Also stated the information is gone from the database but all information was available to customer service. Apologized, ask to get agent number when information is not showing up. Trouble ticket entered. Follow-up requested. | 04/09/05 | Sprint technician tried a test call using an MCI operator and it showed there is a restriction on the daughter's from number. He called and spoke to the daughter and she said "Okay, I'll check into it". Closed 4/11/05.   |
| 04/12/05 | It says in customer notes not to type recordings - operator reached an answering machine and typed the recording. I am very upset - this happens all the time. I'm getting a lawyer and suing. Customer did not leave call back information. I apologized. He hung up.   | 04/12/05 | I spoke to the operator immediately. He stated that he dialed the number prior to reading notes. Was told to pay strict attention to all customer notes prior to doing anything on the call.   |
| 04/12/05 | A TTY customer called to complain that she asked the agent to connect her with directory assistance, and the agent transferred her to relay customer service instead. Apologized for inconvenience. Follow-up requested by supervisor at above number.   | 04/12/05 | Operator misunderstood the customer's wishes. Coached to pay attention. Apologized - will be more careful in the future. Contacted customer.   |
| 04/14/05 | NY TTY customer states agent would not call his Dr. Customer stated- I have never had problem with Relay. This is the first time they dared to hang up on me, no respect. I apologized to the customer. Customer would like a follow up from the supervisor.   | 05/18/05 | Operator pulled for discussion. Said that she did not remember the call, but did state that she would never hang up on any customer. Was reminded of the penalties of hanging up on any caller. Contacted customer.  |
| 04/15/05 | NY VCO user is having trouble reaching the relay in the mornings only. Any other time of day there is no problem, but it takes a very long time in the mornings. Person is calling both the TTY toll free number and the VCO toll free number with the same results. Apologized, trouble ticket opened. Follow-up requested.   | 04/15/05 | Status changed from Resolved to Closed on 4/18/05. Tried to reach customer to see how calls are going, no answer, unable to reach customer. No further contact from customer.  |
| 04/16/05 | Voice person is unable to place a call through the relay because her number is showing up as invalid number. Her carrier is VOIP who says they are sending the number correctly; it is relay that is blocking the call. Apologized, trouble ticket opened. Advised her carrier to contact AM to set up an agreement with the relay. Follow-up requested.   | 04/16/05 | Status changed from Resolved to Closed on 04/20/05 This fixed with the next release. Customer able to place call now.  |
| 04/18/05 | Caller had asked operator to please hold on so she could switch phones - operator became argumentative and told her he could not answer that for her, refused to stop reading what TTY user was typing and was very rude throughout the call. Caller hung up and dialed into relay again to get a new operator. Apologized to the customer. No call back requested.  | 04/18/05 | Had a discussion with the operator about what transpired during the call. Party answered, and then said can you please hold on a moment. Operator repeated again- can you please repeat how you answered the phone and defined role by saying operator cannot make a choice for the caller and was informing the TTY user what was going on. The voice person asked what are you typing. Operator then redefined role by pacing verbatim, and then customer became irate - continued typing info heard to TTY user. Procedures followed. |

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| 04/24/05 | Poor cell phone connection and operator couldn't understand the call to number. After several attempts at understanding the number, operator told her he can't help it if her phone is a piece of crap. They were having trouble hearing each other. Customer said she's not mad, just doesn't like that he said piece of crap. Thanked customer for her feedback, and told her operator will be spoken to about this. She would like a return call. | 04/24/05 | Spoke with operator after the incident and reminded him to always remain professional and courteous. Operator apologized and said he will never do it again and he apologized to the customer.  |
| 04/27/05 | TTY customer called in stating that when their call was placed this CA did not relay everything verbatim. Apologized to the customer. No follow up requested.  | 04/29/05 | This complaint is on agent 2359, which does not exist in our database. No F/U requested therefore no further investigation can be performed.  |
| 04/27/05 | TTY customer called in stating that when their call was placed the CA typed out the answering machine message when the customer notes clearly state "Do not type out messages". Apologized to the customer. No follow up requested.  | 04/27/05 | Coached agent on the importance of following customer's database instructions. No F/U requested.  |
| 04/27/05 | Operator disconnected my call. Thanked customer for the feedback.  | 04/27/05 | Agent doesn't remember the call but did remind the agent to follow the disconnect procedures set forth. The agent also understands the consequences of not following those procedures. The agent will get a supervisor in the future if having problems with a customer.                            |
| 04/27/05 | Operator hung up on me. Thanked customer for letting us know. No call back.  | 04/27/05 | Agent does not remember the call. The agent was reminded of the proper disconnect procedures set forth. The agent also understands the consequences of not following the proper disconnect procedures. The agent is also aware of the fact to call a supervisor if having problems with a customer. |
| 04/27/05 | Operator hung up on me. Thanked customer for the feedback.   | 04/27/05 | Agent does not remember the call. The agent was reminded of the proper disconnect procedures set forth. The agent was also reminded of the consequences of not following the proper procedures.   |
| 04/27/05 | A New York TTY user called to complain that she had a question after the call was over and that agent disconnected instead of answering the callers question. Apologized for the problem. Customer did not request a call back   | 04/27/05 | Operator was spoken to about the call. Said that such a thing never happened. Operator was reminded of the penalties for disconnecting anyone. QA will monitor throughout the month.  |
| 04/27/05 | TTY customer called stating that when he had placed his call the operator typed out the answering machine message when the notes clearly state "Do not type out messages". Apologized to the customer. No follow up requested.   | 04/27/05 | Operator was spoken to about looking at and following data base notes to the letter. Operator admitted the mistake and said more careful attention would be paid next time.   |
| 04/27/05 | TTY customer called stating that when he had placed his call the operator did not relay everything verbatim. Apologized to the customer. No follow up requested.   | 04/27/05 | Quickly pulled operator for discussion after form was given to supervisor. Reviewed proper call procedures. Reminded operator of the importance of verbatim call processing.  |
| 04/27/05 | Operator hung up on me. Customer was thanked for his remarks. No call back.  | 04/27/05 | Reviewed proper disconnect procedures with the agent. The agent understands the consequences of not following the proper disconnect procedures set forth by training.   |
| 04/27/05 | TTY customer called stating that when their call was placed the operator typed out the answering machine message when the notes clearly state "Do not type out messages" Apologized to the customer. No follow up requested.   | 04/27/05 | Operator pulled for coaching. Told to pay strict attention to customer requests.  |
| 04/27/05 | TTY customer called in stating that when their call was placed the operator typed out the answering machine message when the notes clearly state "Do not type out messages". Apologized to the customer. No follow up requested.   | 04/27/05 | This operator no longer works in the center.  |
| 04/27/05 | TTY customer called in stating when their call was placed the operator did not relay everything verbatim. Apologized to the customer. No follow up requested.  | 04/27/05 | This operator no longer works in the center.  |
| 04/27/05 | TTY customer called in stating that when their call was placed the operator typed out the answering machine message when the notes clearly state "Do not type out messages". Apologized to the customer. No follow up requested.   | 04/27/05 | Operator was pulled for discussion. Apologized for not following customer notes - will do so in the future.   |
| 04/27/05 | TTY customer called in stating that when their call was placed the operator did not relay everything verbatim. Apologized to the customer. No follow up requested.   | 04/27/05 | Operator was pulled for discussion. Said she always types verbatim. Was coached on the importance of slowing/pacing the voice person.   |

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| 04/27/05 | TTY customer called in stating that when they spoke with this supervisor to remedy problems they had with numerous operators, the supervisor was very rude to the customer. Apologized to customer. No follow up requested.   | 04/27/05 | Spoke to supervisor - she did not remember the call, since no details were provided. Supervisor said that she was not rude to any customers.   |
| 04/27/05 | TTY customer called in stating when their call was placed the operator did not relay the call verbatim. Apologized to the customer. No follow up requested.   | 04/27/05 | Operator stated that she always relays the conversation verbatim. Operator was coached to slow the voice person down if there is a problem in keeping up.  |
| 04/28/05 | A TTY customer called to complain that the agent did not type the answering machine message, even after customer made the request three times. Apologized for problem. No follow-up requested.  | 04/28/05 | Had a discussion with operator about the call. She said that she always types the recordings, and even after the first request she would have typed it and not waited for 2 more requests. She did not recall this happening. Operator was coached on typing everything verbatim.  |
| 04/29/05 | NY VCO/TTY caller complains agent did not respond for 3 minutes when he asked them to redial, and said they were confused. Customer feels agents type too slow and are not accurate. I apologized, explaining I will be sure to inform the relay supervisor for follow up. Customer wants contact.      | 04/29/05 | Reviewed proper VCO procedures with agent. Called customer 5/3 @ 5:53 pm - busy. Called 5/3 @ 6:08 pm - Explained to customer that I reviewed proper VCO procedures with agent. Gave account manager phone number and encouraged customer to call her. Encouraged customer to ask for supervisor in the future if experiencing problems with an agent. |
| 04/29/05 | NY VCO user complains people hang up on her in business calls due to the impersonal relay announcement. I apologized explaining she can have a note on her number with her own choice of phrasing for agents to use. Customer was pleased to learn this and agreed to use a note. No contact requested. | 04/29/05 | No follow up required.   |
| 05/01/05 | Customer explained that she made multiple calls using a prepaid calling card. On the second and third calls, the operator mis-dialed. The customer believes the agent was distracted because she had to repeat herself on two occasions. Apologized. No follow up.                                      | 05/01/05 | Followed up with agent and reviewed the importance of focusing on the customer.  |
| 05/01/05 | Customer states the agent took it upon himself to redial without letting her know there was a problem. Customer explained this is an issue she has addressed with the account manager in the past. She is in complete control of her call. Apologized. Follow up requested.                             | 05/24/05 | Unable to follow up. Agent is no longer with the company. Informed customer.   |
| 05/03/05 | Customer gave a number to dial. After several GAs operator did not dial out. TTY typed hello? and operator typed SK. Apologized for service received. Informed customer that operator will be spoken to. No call back required.   | 05/03/05 | Operator explained that the customer typed the number to be dialed and followed it immediately with several GAs. Explained to operator that outdials must be five seconds or less. Operator agreed and stated that when the dialing macro appeared on the screen, the TTY user hung up.  |

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| 05/03/05 | Customer stated that the operator did not pay attention to his call and did not follow her instructions, and she "wanted his f----- a-- fired," Customer was very abusive to operator - swearing at operator and supervisor. Tried to apologize, but TTY user would not hear it. No call back.  | 05/03/05 | TL spoke with agent and explained to him that once all the information is provided for the call, it must be entered into the automated system. He said he was sorry and did not realize this. Said it will not happen again.   |
| 05/05/05 | NY TTY customer is being billed for 3 calls she said she did not make through relay. CS has turned in a request for a Call Detail Record with trouble ticket.   | 05/26/05 | Status changed from Resolved to Closed) - Solution:- 05/05/05 13:27:38. Looked at all 3 Call Detail Records and none of the three were made through Relay. Called customer and explained this. She will check with friend who calls her on his computer to see if that is where the charge is coming from.   |
| 05/06/05 | Customer requested explanation why her VCO branding was not working. Customer Service branded her as a VCO caller again and also gave her the NY VCO number. Customer not satisfied with response from supervisor. Requests follow up from account manager.   | 05/26/05 | AM attempted to call customer. No answer and no answering machine. Branding in place now, no further complaints expected.  |
| 05/07/05 | Customer requested that the agent not type the answering machine message but the agent did type the answering machine message and customer asked for supervisor who was not helpful at all, so the customer hung up on the supervisor. Apologized. No Follow-up requested.  | 05/07/05 | Had a discussion with the supervisor about the call. The operator did miss reading the customer notes. Then supervisor asked for the operator number, and after a second request, the information was given. Then the customer felt like the supervisor was not being helpful and hung up. Supervisor never had the opportunity to ask if they would like a call back. |
| 05/11/05 | Customer states that she gave specific instructions, but the operator failed to follow them. She wanted him to verify the name on the recorded message and type "beep" when she could leave her message. She explained that she's not sure if the message was left on the answering machine or not because when she attempted to speak to the operator, he had disconnected. The customer intended to make multiple calls using one operator. Apologized. No follow up.                   | 05/14/05 | The operator does not remember this call. He also stated that he would not hang up on a customer.  |
| 05/13/05 | Customer Complaint: Customer reported that her first call was not completed for some reason; it may have just kept ringing with no answer. The agent took it upon herself to redial and those were not the instructions. She took control of the call. Apologized for the inconvenience and told the customer the report would be sent to the call center manager. No follow up requested.  | 05/13/05 | The Team Leader assisted this CA with this call. The CA dialed out and reached a (Fast Busy). She informed the caller that her call was not complete and was going to redial. Even though the customer may not have requested the CA to redial the CA followed correct procedure when reaching a (Fast Busy) signal.   |
| 05/14/05 | NY VCO customer called in to customer service about a problem with her telephone. Customer service called her back and during the call there was garbling. Customer apologized for the garbling; customer would like a return call. Unfortunately the customer did not leave name or phone number.  | 05/22/05 | This technical problem is not a complaint about relay. The customer is experiencing problems with her telephone.   |
| 05/15/05 | Tell your operator not to tell me I am rude. She is rude and yelled at me first. I told her to keep calling. She is dumb. I'll report her to Sprint customer service. Better tell her to watch herself. Apologized for the service. Customer did not request a call back.   | 05/15/05 | Operator was immediately pulled for discussion. Reminded operator that there is never an excuse for back-talk to a customer or calling a customer rude. Reemphasized customer service skills and their importance.   |
| 05/15/05 | A VCO customer called to complain that her long distance calls are showing "blocked" by the outbound party, so her calls cannot be completed, even though she instructs the relay agent to unblock her calls before dialing. Apologized for inconvenience. Opened trouble ticket. Suggested dialing *82 before dialing relay. No follow-up requested.   | 05/15/05 | CS told customer how to unblock before relay gets call, this should resolve problem. Customer does not request further contact. Trouble Ticket closed on May 16, 2005.   |
| 05/20/05 | VCO customer reported agent was instructed to call a number and not to type recording. Just get payroll on the line. Agent dialed number and held for payroll going thru two transfers but didn't type name of company reached. When live person in Payroll dept. came on line VCO had to ask what company it was to make sure she was providing info to the correct office. (apologized for problem advised complaint would be forwarded to management) Customer did not request contact | 05/26/05 | Reminded operator to keep customer informed. When person answered, she said "Shannon, how can I help you". Operator had previously informed the customer that she was pressing option for payroll. I instructed operator she should have asked voice person if it was payroll.   |
| 05/20/05 | VCO customer reports agent was given number with instructions: do not type recording, request to speak with live person. Agent dialed out and didn't type name of company reached. When VCO user reached live person they had to ask what company reached. Apologized for problem encountered, advised complaint would be forwarded to management. Customer did not request contact   | 06/01/05 | Agent did not type name of business due to being told not to type recording. Since agent does not remember call she does not recall how phone was answered or if business name was in the greeting.  |



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| 05/20/05 | VCO customer reports agent had a problem dialing number provided, then agent took control of the call and redialed without keeping the customer informed. After reaching the number the agent typed a recording for approximately 15 minutes. VCO user typed to agent several times instructing agent to hang up. Agent responded they were in recording loop and couldn't hang up. Apologized for problem advised complaint would be forwarded to management. Customer did not request contact.  | 05/23/05 | Met with CA and discussed the call and how it had been handled. According to our processing procedure, all CA's are required to redial after fast busy signals are heard. Since CA followed procedure, this CA is not at fault. CA was instructed to be very alert to all VCO/TTY instructions. Coached CA on being aware and observant for all specific VCO/TTY customer instructions.   |
| 05/21/05 | VCO user was upset that agent handled her call so badly. She said the agent would not follow her instructions with a recording. She wanted the agent to enter options on a recording and the agent would not enter the info correctly. She said the agent didn't even know how to process the VCO call correctly. She just kept asking her for a number and wouldn't even send the (voice now) macro. She hung up on this operator and got a different operator who followed her instructions perfectly.  | 05/21/05 | Apologized to VCO user for the inconvenience and advised that the agent would be coached. No follow up requested<br><br>The operator stated that she did indeed remember this call. It was difficult. She called for assistance. The customer interrupted several times while sending macros to her. Soon after the supervisor came to assist, the customer disconnected. Operator was coached on making sure she calls for assistance immediately when having difficulty with a call.  |
| 05/22/05 | A VCO customer called to complain that the agent did not keep her informed during two separate calls. The agent kept asking her to repeat what she said and when she asked why, he didn't respond. On the last call, she again asked after her outbound party had disconnected what the problem was and the agent disconnected. Apologized for inconvenience. Follow-up requested.  | 05/22/05 | CA does not remember call. CA said if VCO user is hard to understand then he will ask to repeat or verify information. CA was coached on proper procedures for keeping customer informed during call and to notify supervisor if there are questions regarding the call.  |
| 05/24/05 | Customer Complaint: Caller typed instead of VCO because she is hoarse. Asked the agent to place a call and ask a simple question, but agent "rudely" refused. Then when party said they couldn't hear her she began typing. The agent complained about that. When asked agent to transfer to Customer Service, she asked which customer service Q. Customer Service Response: Explained that the agent could not "ask a simple question" message on a live call--could only leave message on ans. mach. Explained that when she typed, that made screeching tones in the party's and agents ears. Told her report would be sent to call center supervisor, apologized for any inconvenience. No follow up request | 05/24/05 | Agent took this call over. Customer wanted the agent to ask a 3-part question. The agent typed, "Agent is unable to ask questions when both parties are on the line. It is your call, you are in-charge and rules prohibit us from doing this when both parties are on the line." The agent typed exactly what was said by the outbound on the call, who could not understand the VCO customer. Instead of repeating info the VCO customer started typing. The outbound party hung up the phone and VCO user began typing instead of voicing. Agent tried to clarify VCO user's request and VCO user typed in agent's ear and hung up. Reminded agent to call for a supervisor. |
| 05/27/05 | Voice customer unable to complete call via NY Relay number rings to someone else's phone number but call can be completed direct without a problem (apologized for problem advised complaint and trouble ticket would be entered) Trouble ticket entered. Customer requests contact ASAP.   | 06/06/05 | Sprint technician worked with customer. This was a PBX issue. The customer worked with the PBX technician on site and this issue has been resolved. Closed on 6/3/05.   |
| 06/01/04 | Typing was sloppy. Not getting the information and operator wouldn't repeat the information so I had to hang up. Thanked customer for the feedback. Customer doesn't want call back   | 06/06/04 | I was surveying the Operator on this call. She was immediately pulled for discussion. Informed Operator that she could have repeated (retyped) the info to the TTY user as it was coming out garbled. Operator said that she thought "gibberish" meant what was said, not garbling. Also informed the Operator that she didn't let the voice person know why the TTY hung up as the Operator didn't relay the last thing relayed by the TTY user. Operator was coached on call processing and relaying everything said by TTY and voice customer.   |
| 06/22/04 | NJ VCO user using NYRS complains that agent typed the recording 3 times after she specifically requested them not to. She provided# to enter into the recording but the agent typed the recording to her again. Apologized for the problem and let customer know I will pass this on to the operator supervisor for follow up. Customer does want call back from Acct. Mgr during day business hours to work number provided.   | 06/22/04 | Agent was coached regarding this issue. Agent doesn't remember this call. She also doesn't tend to type recordings in similar situations. Account Manager contacted customer.   |
| 07/04/04 | Customer states the operator neglected to read the instructions in her customer notes. The customer explains that she told the operator she was going to call to an answering machine and would like her instructions followed. The operator asked what instructions you want to give me. This happened twice. The customer advises that this agent is in need of additional training. The customer notes are essential in processing the call.   | 07/10/04 | Apologized. Coached CA on reading customer notes on every call and asking for supervisor assistance if confused.  |

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| 07/05/04 | Customer was very upset with this agent. Agent was very rude. Customer stated he gave the phone number to call his son 3-4 times, and the agent asked for it again. Customer became mad and agent said "calm down". Customer said "no, you calm down." Operator hung up on the customer. Customer would like a call back on this. Thanked him for the feedback.   | 07/07/04 | Supervisor pulled agent off line for a discussion immediately. Agent fully accepted responsibility and said he did hang up on customer. Appropriate disciplinary action taken. Called customer back to let him know situation was handled.  |
| 07/07/04 | Voice person called in and said that agent was cussing at her and refusing to place a call. Apologized to her and offered to transfer to customer service. Caller refused. Caller kept insisting that agent apologize to her. Advised again to transfer to customer service. Caller started cussing at Agent in Charge, AIC thanked her for her time and transferred her to customer service.   | 07/07/04 | Call was observed by Agent in Charge. At no time was CA rude or discourteous. CA was not cussing at customer as observed by Agent in Charge. Met with CA and CA denied swearing at customer. CA is a long term employee and is aware of and demonstrates courteous behavior at all times.   |
| 07/12/04 | Woman called in from a company and said the operator was very rude during a call and at one point told the receptionist to shut up. I apologized to the caller for the problem and thanked her for letting us know of this problem.   | 07/13/04 | Had a discussion with operator about the call. Operator said that the person immediately said "you hung up on me" after the call had just dropped into the operator's station. The operator then outdialed and completed the call. She said she most definitely did not say shut up to anyone. Quite possibly it was the previous operator. Reviewed rules of courtesy with the operator.   |
| 07/19/04 | Caller complained that they were holding a long time for an operator to come on the line. Requested that we have more operators available. Requested to be transferred to customer service.   | 07/20/04 | Thanked customer. No call back necessary. As this is not a complaint against a particular operator this complaint is being forwarded to account manager. No follow up possible, no number provided.   |
| 07/19/04 | Customer dials 711 from her house, but it is not answered.  | 07/19/04 | Thanked customer for bringing problem to our attention. Emailed to account manager, trouble ticket was opened. Technician completed ticket, complaint closed.   |
| 07/27/04 | I don't understand why the operator hung up on me. I asked them to call the learning center. I said Hello, no response and then they hung up on me. They made me wait too long!   | 07/28/04 | Thanked the customer for letting us know and told them the supervisor would speak to the operator. No call back necessary. Operator said he did not connect the call, voice was outbound. Gave a long sentence, it was typed and TTY never responded. The inbound disconnected box came across. The operator then told the voice person that their party had disconnected. Operator was reminded to call over a supervisor if there is anything unusual with a call. Penalties for hanging up were reviewed.                          |
| 07/27/04 | VCO user has note requesting to slow typing speed to 50WPM, was unable to get a number to return a call because the agent typed too fast. Customer wondered how he could interrupt to let the agent know they are typing too fast.  | 07/27/04 | Apologized for the problem and discussed changed note to 45 WPM and explained how he can interrupt the agent adding that it may caused garbled transmission when he does this. I changed his note to slow to 45 WPM. Also referred him to Clarity for equipment concerns. Currently do not have any of our CA's that go by the ID # provided on the top page. Therefore we could not meet and discuss the complaint with the CA in question.  |
| 07/27/04 | VCO user instructed agent to call answering machine and type "beep GA" when a message could be left. There was a problem on the first attempt and agent typed (while VCO talked) to customer advising there was a problem and would need to redial. On redial agent instructed customer to leave their message when they see "voice now GA." VCO customer upset that agent is telling them how to leave message when VCO gave specific instructions to agent how to process answering machine call. | 07/27/04 | Apologized for problem encountered, advised complaint would be sent to supervisor. Customer requests contact at number listed above. Agent followed customer's instructions first time but VCO customer did not speak before machine hung up. Agent was trying to explain to VCO user while VCO user picked up phone and started speaking. VCO user got angry because agent was keeping her informed. Agent redialed and told VCO user to voice when she saw "GA" macro. Agent redialed again and VCO user was able to leave message. |
| 07/28/04 | I made two calls and when I tried to make a third call, the operator hung up on me. I could not complete my third call. Apologized for the inconvenience. No call back required.  | 07/28/04 | Operator pulled for discussion- let operator know that if she's ever caught disconnecting that she could be terminated. She did not recall anything about this call, and she stated that she would never hang up on a caller. QA will monitor throughout the month of August.   |
| 07/29/04 | NY VCO user complains agent sent message of "person hung up, SKSK" Caller was confused and thought agent was disconnecting him.   | 07/30/04 | Apologized for the problem and let him know the agent supervisor will be informed for follow up with the agent. Coached agent. CA sent incorrect macro. Explained which macro should have been sent. Agent understands.   |
| 07/29/04 | NY VCO user complains agent did not understand his request and did not follow his instructions regarding answering machine response.  | 07/30/04 | Coached operator on proper procedures. VCO person was impatient when operator asked to repeat instructions. Operator did have trouble understanding VCO user.   |
| 08/05/04 | Relay person was rude. Customer told them to keep calling, and they stopped call without customer instruction to do so, and she said customer was rude. Customer wanted to talk to manager and CA hung up.  | 08/05/04 | Thanked customer for the feedback. Reminded the operator of relevant call procedures, and that we never disconnect a call. Operator said caller was cursing at her for not following the customer notes, but there weren't any. QA will monitor.  |

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| 08/09/04 | Customer cannot make any long distance calls through relay service specific number. His is showing Verizon in the call notes as well as internally in the database information.   | 08/10/04 | Verizon updated customer database. Test call completed successfully.   |
| 08/11/04 | Customer wanted operator to leave message on voice ans. machine. However, when operator dialed to leave message, customer changed his mind and kept asking operator to stop and forget it. Operator did not comply and left the message against the customer's wishes.  | 08/11/04 | Apologized to customer and thanked him for feedback. Operator was pulled for discussion. Operator stated that the dialing macro distorted what the customer was typing. Operator was coached on following customer instructions-ask customer to repeat next time.  |
| 08/14/04 | VCO customer cannot reach relay service when dialing 711, or 1 800 621 1220 or 1 877 826 6977. Customer gets dead air and the call will not go through. Hearing friend was helping and called in to let us know about the problem. Customer Service rep also suggested reporting the problem to the local phone company, Verizon.   | 12/08/04 | Thanked the customer for letting us know and assured that a trouble ticket would be sent to the technician to investigate the problem further. Trouble ticket opened. Internal update performed.   |
| 08/27/04 | Operator would not listen, proceeded to interrupt, and then redialed while customer was typing a message to be left on answering machine. Then operator hung up without warning.  | 08/28/04 | Thanked customer. Had discussion with the operator about the call and while the operator was dialing out, the ringing macro came up, and the TTY user started to type before GA. The message was garbled, because there was garbling he thought the operator was interrupting, but was not. When the garbling stopped, the operator followed the request.  |
| 08/30/04 | We have a voice customer who calls his deaf daughter every Sunday. He has an account with ATT set up for 20 cents a minute during the day and 10 cents a minute at night. When he uses the relay to call his daughter he wants the call to go through Sprint as a casually billed call which is only 12 cents a minute). We updated his database records showing ATT as Interstate and Sprint as Intrastate. On his most recent bill ALL of his relay calls are still being billed through ATT @ 20 cents/min.            | 08/30/04 | Turned in a trouble ticket. Internal update performed.   |
| 09/01/04 | Placed A.M. call to lawyer. Stressed that operator's typing messed up this very important call w/too many XXXXs and mistakes. Apologized for this inconvenience.  | 09/03/04 | Operator was pulled for discussion. Spoke to her regarding importance of accurate typing. CA will try harder to not make mistakes.   |
| 09/03/04 | Customer states CA told him he can't make more calls after that unless he tells CA in advance. Customer says not normal procedure, usually he is allowed as many calls as he likes and lets the CA know upon completion. Relay Operator usually helpful dialing next number, no problem. CA said something about dialing windows not allowing more than one call as it disappears after a few seconds, so 2nd call cannot be processed. Response: Thank you for bringing this to our attention. This will be investigated | 09/03/04 | Sent to NY ctr. Spoke to operator, VCO MISUNDERSTOOD CA. VCO was giving CA next number to dial when macro was still rolling. CA therefore had to ask VCO to repeat number after each call. By 4th call, VCO was frustrated repeating, so CA/w supervisor assist, said if VCO informs CA before ALT O is sent, CA could get number w/o repeating. CA never said VCO couldn't make more calls. Operator was misunderstood.   |
| 09/07/04 | A NY TTY user called, saying CA dialed wrong LD number, and customer requested immediate credit. The supervisor told Customer. number. was dialed correctly and no credit would be issued. He was rude. Response: Apologized for handling of this call Thank you for bringing this to our attention. I will document this, and I apologize for the inconvenience.   | 09/07/04 | Gave account manager name & number. Spoke w/CA/supervisor. Advised CA that while he was correct, he should be more tactful. Whether or not immediate credit was due, that is decision for LD CA.   |
| 09/08/04 | Operator said, "f---" during the call. My friend Richard heard it. I'm very upset. Apologized and told Customer. Operator would be pulled for discussion. She requested call back.  | 09/08/04 | Operator pulled for discussion. She stated she typed the background spoken and profanity did not come from her, but rather from the person who was trying to speak. The voice person became very angry when he realized the operator had typed what she had heard. CA is a valued employee. She was very emphatic that profanity did not come from her. Reminded to call over supervisor when questionable occurs on call. Unable to contact customer for follow up. |
| 09/08/04 | CA dialed wrong number and then hung up on customer. Response: Thank you for bringing this to our attention. I will document this, and I apologize for the error.   | 09/08/04 | Informed CA that disconnecting callers is not acceptable, and if there's a disconnection problem, it's necessary to notify supervisor. CA asked VCO user for number because she was not sure she understood it. The line was busy & CA conveyed that to him. He yelled "that's not the number," and hung up on her.  |

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| 09/09/04 | A few min. earlier I gave calling card & other info. to relay Ca for international call. Upon completion of providing info. for call, I discovered I wasn't connected. Same thing happened yesterday. Apologized for this inconvenience, thanked Customer. for calling.  | 09/09/04 | Spoke w/operator who told me she has never had an international call. Reminded her that if she has one in future, please call supervisor to assist.   |
| 09/14/04 | Customer is requesting immediate credit for an operator misdial. Supervisor called MCI (choice) requesting credit, and MCI denied the request. Supervisor was unsure of how to proceed.  | 09/16/04 | Advised customer Credit issue would be forwarded, and we will e-mail him w/result. Forwarded to Account Manager.<br><br>Credit given, no further contact needed.  |
| 09/15/04 | Customer states CA lied, that line was ringing, but customer thinks it's always busy/never rings. Customer instructed me to dial number determining whether busy or ringing, and it rang. Customer called me a liar. He then said he wanted to dial the number and speak to them, so CA dialed and nobody answered. CA informed customer and customer. said, "liar, stop threatening me," and hung up. Response: Initially Apologized and asked him to elaborate exactly what CA said. Customer repeated CA's are liars.             | 09/15/04 | Upon my asking of he wanted follow up, he would not reply. Talked W/Operator and Agent in Charge. They gave the information to customer "as is." They are not at fault.   |
| 09/17/04 | Caller said she told agent she wanted to leave an answering machine msg. the first time to avoid having to redial. Caller said CA did not follow her instructions. Response: Thank you for bringing this to our attention. I will document this, and I apologize for the error.  | 09/17/04 | Sent to NY center. Operated stated she did not type, "beep GA," but typed GA only and VCO left msg. on first time. The only instructions in customer notes that operator didn't follow were that she left out "beep" before giving the GA. Told operator to make sure to follow instructions to a "T," and she agreed to do so in future.   |
| 09/17/04 | Caller said she asked CA a question and CA replied with, "Number you are calling to please."   | 09/17/04 | Response: Thank you for bringing this to our attention. I will document this, and I apologize for the inconvenience   |
| 09/20/04 | Customer cannot make Israel call through Verizon w/Relay. Customer. Is confident she has international dialing as part of her plan.  | 09/20/04 | Confirmed caller had the correct country & city code. Trouble ticket opened. Faxed to account manager. Internal update performed.   |
| 09/21/04 | A NY VCO customer. Called to say CA didn't keep him informed. CA just said answering machine GA. Customer. asked what msg. said & CA said she didn't know. Customer Service apologized for handling of call.   | 09/23/04 | Operator said she did not believe she typed answering machine GA. Operator said she always type answering machine msg. unless the TTY user instructs CA not to do so. Coached CA on typing out answering. Machine messages in full.   |
| 09/21/04 | Customer said she gave CA number and told CA to not type recording. She instructed to get rep. for dept needed. CA typed, "thank you for calling. . recording hung up." Customer repeated instructions, but before she could ask CA to redial, CA redialed number. Customer said she didn't ask her to control her call. Customer was calling from work which doesn't have database instruct but does ID her as VCO customer. Response: Apologies, thank you for bringing this to our attention. I will document this w/call center. | 09/23/04 | Operator was pulled for discussion. Customer requested operator to get a live rep. but there was no option for rep. Numerous options came up, and CA tried to keep customer informed, i.e., asked for account. #, & additional info. until recording disconnected. Recording continued to repeat. CA was reminded to not redial if customer does not req. that and to follow customer's instructions. |
| 09/21/04 | Caller said she warned Ca she would reach answering. machine msg., but she wanted him to leave a VCO msg. the 1st time--just to type "answering mach beep GA," so she could leave msg. She said this happens repeatedly w/many different operators. She spoke account manager about this. Customer is "really, really upset." CSR: Response: Thank you for bringing this to our attention. I will document CA's not following verbal instructions, and refer to call center. Home phone instructions didn't work at work number.     | 09/22/04 | Faxed to NY relay ctr. Operator was spoken to and coached to always follow customer. instructions. Operator will comply.  |
| 09/26/04 | The customer states CA didn't follow instructions/notes which stated CA should leave answering. machine msg. the 1st time the # was dialed. CA acknowledged he didn't follow up correctly after it was too late and apologized. Customer wants everyone to learn how to read her notes. Response: Apologized for this inconvenience and thanked for her feed back. Customer wants follow up.   | 09/29/04 | Operator admitted error - will be more careful in the future. Account Manager e mailed customer.  |
| 09/26/04 | Voice customer reports CA could not read. CA should not be a relay agent. Voice customer hung up; called back to get different CA. Customer hung up before any further conversation could transpire.   | 09/29/04 | Operator said she read the message "as is" due to having difficulty translating "ASL". Was reminded to call over a supervisor if any further problems arise.  |

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| 09/27/04 | CA was not nice. Told her to not read msg., but she did. Customer said "excuse me, and I say "GA", CA said SKSK TO ME, I DID NOT SAY SK first. First when she called the msg. showed up, it was fine, and then I kept calling. She called again and read msg. didn't pay attention to what I told her. Don't read messages. - They do not care. Response: Apologized for this inconvenience.   | 09/27/04 | Operator wasn't sure if it was an ans. machine. I advised that in future, wait/listen, and follow TTY user's customer notes. Operator did realize customer notes weren't followed and will pay closer attention to notes. Advised CA to make sure she doesn't hang up on callers, as will lead to termination   |
| 09/27/04 | Customer is sure NY CA stole 400 of her call card min. She uses C. Card only to call deaf son at 410 451 6844(NY service). She spoke w/him when she had 400 remaining min. Next time, only 40 min. remained. She requests investigation. No CA # could be given. Her credit card Co shows the call was from a specific center. Response: Thank you for bringing this to our attention. I will document this, refer to NY account mgr for investigation; and I apologize for the inconvenience.       | 09/27/04 | Sent to NY center & account manager.<br><br>Team Leader discussed issue with customer. Unable to determine who may have made the calls. Account Manager also called customer and sent prepaid calling cards to customer.  |
| 10/01/04 | I just called and gave the operator the number and the operator did not respond. Why no response? Thanked the customer for the feedback and apologized for the inconvenience. Would like a call back.  | 10/03/04 | Coached CA on paying strict attention and to call for supervisor. Contacted and explained to customer about her concerns. Said we would monitor CA closely for the next two months to determine if there was a pattern. Customer was satisfied.   |
| 10/02/04 | TTY user called asking if this is DA. I explained how to reach DA and customer was upset that CA transferred them to RELAY CUSTOMER SERVICE after they asked for DA. Apologized for the problem and let customer know how to reach DA and I would inform the CA's supervisor for follow-up.  | 11/02/04 | Coached CA on procedures or handling directory assistance requests. Reminded her to check relevant pages in the PRG manual.   |
| 10/06/04 | While on a call the operator told the VCO user she was speaking into her phone too loudly and that her equipment was broken. So the VCO user ended up losing her call while talking with the airline. Why would the operator say this? I know the operator is going to make excuses about this. Talk to her. Customer asked supervisor if she could hear her clearly-supervisor said yes, no problem. Thanked customer for taking the time to inform us and explained we would talk to the operator. | 10/06/04 | Operator said that the VCO user was yelling at relay and the airline company, so they disconnected. Operator said she did not tell VCO user they were talking too loud. The operator reported that the VCO's voice kept cutting out during the call, before the Operator could get a supervisor. Operator was coached on the importance of getting supervisor assistance when she notes a call going wrong. QA will monitor throughout the month.   |
| 10/06/04 | I called, got operator, gave number then no response. After minute and half I hung up. I could read the Operator clearly. I redialed and got the same operator. She said "Can you read me now?" I gave the Operator the number again. There was no response. What happened? I could read her fine. Is there a personal problem? Thanked customer and apologized. Customer wants call back. If answering machine, leave a message.  | 01/11/05 | Operator or CA number given by customer does not exist. No follow up possible.  |
| 10/07/04 | Caller said agent would not wait while he looked for a phone number. Apologized for the problem.   | 10/12/04 | Operator pulled for discussion. Explained to operator that we can hold up to three minutes for the caller. VCO user made several calls and had operator wait/hold up to three minutes for the caller. VCO made several calls and had operator wait/hold for over 3 minutes after each one. On the last call, operator sent macro to get number to dial.   |
| 10/08/04 | Operator hung up twice on caller. Voice person answered the outbound line, and the operator hung up on voice person. Thanked customer for the feedback and apologized for the inconvenience. Customer would like call back.  | 10/08/04 | Operator pulled for discussion. Operator said that they were given message to leave 3 different times and each time while leaving message the customer would start to type. On the 4th time leaving message, the Operator sent "your message left" macro, the customer thanked Operator and hung up. Customer contacted by phone and was told that the operator would be spoken to. Confusion as to what customer notes appeared. Suggested to customer to contact customer service to update customer notes. |
| 10/08/04 | TTY customer very upset that she reached Relay Customer Service Dept when 711 was dialed. (Customer requested supervisor. supervisor advised 711 routed by local phone company and they should be contacted to report the issue. Apologized to customer. Trouble ticket opened.  | 01/05/05 | Status changed from Resolved to Closed on 10/08/04 12:52:48 Technicians made a few calls to 711 from local area and calls went to relay center without any further trouble.   |

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| 10/10/04 | Customer said the Operator kept sending the "person hung up" macro being rude. Also said the Operator stopped responding. Thanked customer for calling and apologized.   | 10/14/04 | Left message on customer's answering machine explaining that I had spoken with the Operator who handled his call and that the Operator had no recollection of this specific call. I told customer that the call may have gone into ASCII mode, and if so, the operator did not have a chance to respond to the customer. The operator will be monitored to make sure there is no pattern.                                     |
| 10/11/04 | Customer said that the CA did not respond to dial to a number, even after he repeated several times, still no response. The call did not go through. Apologized for customer's inconvenience and told him the report would be sent to the call center supervisor.  | 10/13/04 | Spoke with the operator, reminding operator of procedures and the importance of following customer requests. Operator didn't remember the call. She said she was sorry, but that VCO request is one she must not have heard.  |
| 10/23/04 | I was trying to make a call and saw NYRS Operator and it was like she hung up on me. I said hello you there? And I got nothing. Thanked the customer for calling and apologized for their inconvenience.   | 10/23/04 | Coached this operator reminding her of requirements and procedures and that operators never hang up on a customer. Operator did not remember this call.   |
| 10/26/04 | This operator hung up on me. They were simple instructions-Do not announce Relay- get to where we need to to find out the bank hours and this operator just hung up or disconnected. Thanked customer for calling.   | 10/26/04 | CA was coached on proper disconnect procedures.   |
| 10/26/04 | TTY user called to say that the agent did not follow the notes. The agent also hung up on me. Thanked customer and apologized.   | 10/30/04 | Spoke to the operator-Did not remember the call. Was coached on following customer instructions, and also the penalties of hanging up on a customer.  |
| 10/30/04 | Operator refused to verbally spell out words. He could not hear the operator and the operator said "they no longer had that info." Operators should have more control over calls and act like human beings and not computers. Thanked customer for feedback. Apologized for the service.   | 10/30/04 | Spoke to operator. Operator denies saying phrase "operator does not have the information anymore" said the customer should direct comments or questions to the caller. Informed operator it is ok to spell a word to a voice person. Customer was contacted. His complaints were mostly against company policies. I explained how the agents are trained but he did not understand. By the end of the call, he was satisfied. |
| 11/05/04 | CA did not keep her posted of informed during the time she was on hold; one or two minutes went by without the CA letting the customer know what was happening. When she asked the CA why, the CA replied, "I was just trying to provide you the minimal information." She asked CA if they were new.  | 12/09/04 | Apologized for the inconvenience and told the customer the report would be sent to the call center supervisor. Operator coached.  |
| 11/14/04 | Customer gave instructions to get a live person on the line and do not type the recording. A live person did not appear on the line, although from what was typed, the customer thought there was a live person there.   | 11/18/04 | Apologized for the mix up. CA was coached on correct procedures concerning requests to hold for live person. Follow-up call placed on 11/18/04; message left on TTY answering machine.  |
| 11/15/04 | VCO customer explained that there was a long wait when she dialed the VCO designated number.   | 11/15/04 | Apologized. Supervisor explained we were experiencing high call volumes. No follow up possible as no call back number was left.   |
| 11/16/04 | Unable to connect with NY dedicated VCO # and had to call back 3 times.  | 11/18/04 | Apologized for problem. Test called NY VCO# which connected first time. Referred customer to equipment program. Entered trouble ticket. NY Technician worked with customer and did test calls. Worked with customer to be sure she knew how to use equipment. Customer is satisfied now.  |
| 11/20/04 | Customer states that she told agent that the company she was calling had a long recorded message so please don't type the recorded message but instead to keep her informed when they were on hold. Agent took 1 min and 10 seconds before she typed, "Welcome to Member Services" then another 45 seconds before typing, "Connecting to Customer Service" then another 15 seconds before someone finally came to the phone. | 01/06/05 | Thanked the customer for letting us know and assured that the complaint would be sent in as stated. Operator coached.   |
| 11/20/04 | Customer stated she gave the agent the wrong phone number, the agent dialed the number and the VCO customer typed several times "hang up" and waited "hang up" and waited. The agent finally came back on line and the VCO user gave the proper number and the agent asked for the method of payment, therefore the agent was not looking at the customer notes which state AT&T for long distance.                          | 12/14/04 | Operator coached. Internal update performed.  |
| 11/24/04 | I'm pretty well fed up with the operators. Now I know why I'm not getting any messages. Told them to type "GA" at the beep... I'm not getting important messages on my phone! Sometimes I wish I was dead rather than using relay.   | 11/24/04 | Apologized to customer. Customer did not request a call back. Operators were pulled for discussion. Reviewed VCO procedures with both of these new operators. Both operators were spoken with immediately.  |

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| 11/25/04 | Asked operator to place a call. It rang 10xs and said still ringing. I told her to redial and she disconnected. I requested for a supervisor and she just never responded back to me. After 5 minutes I disconnected and called you to complain.   | 11/29/04 | Thanked TTY user, and told them complaint would be filed and their supervisor would be notified. Unable to resolve, due to agent no longer employed here by the time complaint was received.   |
| 11/29/04 | VCO user said she had a recording and operator said line is busy and to call back later. The caller said there was no such recording, and that the operator lied. Asked the operator to give her number, but operator refused.   | 11/29/04 | Operator pulled for discussion. Did not remember this particular call. Operator was advised to always give operator number when requested (which she states she does).   |
| 11/30/04 | When I was called over to assist, I saw that the customer was connected to directory assistance. The operator was typing out the answering mach. message recording, asking for the name of the listing, which had already been given to the operator up front.   | 11/30/04 | I spoke with the operator- she thought that when the customer typed the name of the place she wanted the number for was a typo it was an unusual name). Operator was coached on the importance of following customer instructions, and not to assume that the name of a company is a typo.   |
| 12/02/04 | Try caller called in to say he tried to dial 311 with the relay. Relay told him we are unable to dial 311. 311 is a non emergency number in NY. Customer thinks relay should be more familiar with NYC and the clients it services. Apologized for problem explained relay requires a ten digit number and offered customer to supply us with 10 digit emergency number to be added to his customer database for use with relay.   | 12/06/04 | Account Manager called customer. At this time NYC has their own relay service for 311. However, customer did not know that relay number. Customer was not able to reach a direct TTY number even after calling for 4 hours. Customer did not have 10 digit # available for the office he wished to call. He ended up calling the City Council office to get the # he needed. He was able to use relay for his call. Account Manager followed up with customer to inform him that there is a specific relay service for 311 in New York City. |
| 12/02/04 | The agent dialed the phone number, there was a problem on the line, and he took the liberty upon himself to redial the number without asking the customer if she wished to do so. The customer is very upset. Secondly, the agent must have read the customer notes, because they dialed another number and reached an answering mach, and the agent put "answering machine playing beep", and it was a doctor's office and it was a recording the customer needed to hear. Should have typed it. Verified and apologized. | 12/03/04 | The operator processed his calls exactly as our procedures state. The operator reached a fast busy and typed "call not completed, one moment while operator tries again". This is the correct procedure. The second call was an answering machine, and in the customer notes, it was stated to give the user a beep, don't type the msg. Again, the Operator did as instructed.  |
| 12/02/04 | Angry with this operator. 5 mistakes today. Mistake with number- kept dialing and then I said hang up, but did not. Someone then picked up. Thanked customer, and informed him that the matter would be looked into. Customer wants follow up by letter.   | 12/03/04 | Pulled operator immediately. Reviewed call procedures with this operator. Urged operator to be very careful with all calls. Operator does not remember this call, but she did have a call with very heavy static, which did interfere with her calling procedures on the call. Followed up with customer.  |
| 12/05/04 | Customer's VCO branding no longer appears to the CA's. The customer explained that the problem started on 12/3/04 and it is still a problem on 12/5/04. She provided 11 agents ID numbers, and all are located in the NY center. Customer dials 711 to reach relay. If problem is not resolved, customer will again contact Customer Service. Apologized. Opened trouble ticket.   | 12/06/04 | E-mailed to Acct Manager. Checked with on-site tech and he has updated the VCO user's ANI. Added customer to database as VCO user, anicopy and updated.  |
| 12/06/04 | NY TTY complains agent transferred to relay customer service for no reason after they had requested to call 800 #.   | 12/21/04 | Operator was reminded never to send anyone to customer service without him/her asking to be transferred there.   |
| 12/08/04 | Customer advises that she gave a specific request, but the agent failed to follow her instructions. The customer stated, "if we reach an answering machine, I will leave a message the first time. Simply type answering machine beep GA." The customer does not accept the agent's excuse as to why she mishandled the call. The customer's instructions are to be followed. Apologized.  | 12/09/04 | Faxed to NY center. Coached CA on importance of following customer notes and customer instructions.  |
| 12/08/04 | NY TTY user unhappy that agent could not repeat conversation to clarify something relayed incorrectly to their caller and did not appreciate the supervisors who assisted the call. Apologized for the problem and let tem know I would put the complaint through for follow-up.   | 12/21/04 | Operator was reminded that previous conversation could be relayed if the customer so requested.  |
| 12/09/04 | I am having a problem with that lousy relay operator. I am not satisfied and had to argue with the CA for the number for an hour. I cannot stand it. He typed so slow-wasted my phone bill. This is a lousy relay operator. Why did you hire him? I am very very furious! Thanked the customer for the comments.   | 12/11/04 | Pulled the operator immediately from the floor for a discussion. Operator remembered the call. It was a call that the operator had called the supervisor over to assist. Reviewed procedures with the operator, and reminded him to be very careful on all calls.  |

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| 12/09/04 | Customer was making a calling card call and gave the card information, phone number and instructions. The instructions were as follows: If answering machine, leave message the first time and just type "answering machine GA". The agent came back two times to confirm info with the customer but didn't allow the message to be left. When asked about this, the agent said she was cutting out and the agent didn't hear the instructions. Customer says she is very tired of the agents not following her instructions. Apologized to customer. | 12/22/04 | CA coached to follow instructions.   |
| 12/11/04 | VCO customer called in on Saturday 12/11/04 at 11:25 am complaining that agent did not follow her instructions. Customer said she told agent to type "answering machine beep GA" when reaching an answering machine. Customer said agent typed "answering mach GA" Apologized to the customer told her I would forward this to the appropriate supervisor.  | 12/22/04 | Coached CA on the importance of accurately following customer's instructions.  |
| 12/13/04 | Customer stated she cannot use 711 from her landline #. The cell phone works when dialing 711. She wants someone to check the from number by dialing 711 to see what's wrong. Advised her that I would forward this to the right department. Apologized.  | 01/29/05 | Complaint was passed on to our Sprint Technician. Internal update performed.   |
| 12/14/04 | Customer complained that CA had several spelling mistakes during call. Agent also rude to caller.   | 12/14/04 | Called customer and discussed situation. CA coached on spelling and Customer Service issues. Customer was satisfied. |
| 12/15/04 | Customer states the operator did not follow her instructions. The customer explained that she would leave a message on the answering machine. She specifically asked the operator to type the words: answering machine beep GA. Her instructions were not followed. The customer intends to speak to the account manager about the center failing to follow her instructions.   | 12/15/04 | Coached CA on importance of accurately following customer's instructions.  |
| 12/17/04 | Customer states that he gave the agent the phone card information to place a call and the agent hung up on him. Apologized to the customer for the error. No follow-up required.  | 12/17/04 | Apologized to customer. Operator pulled for discussion. Was reminded of the penalty for disconnecting on any call.   |
| 12/21/04 | A New York VCO caller complained that follow the specific instructions in her database and does not feel that she should have to repeat what is in the database notes   | 12/21/04 | Coached CA on importance of accurately following customer's instructions.  |
| 12/23/04 | VCO using NYRS upset that agent did not follow her customer notes regarding answer machine, and did not send "beep," and argued with the customer questioned him about it. Apologized for the problem, let customer know I would inform the agent supervisor. No contact requested, but caller will email A.M. herself.   | 12/23/04 | Coached CA on importance of following customer's notes. No further contact on this issue. Closed.                    |
| 12/29/04 | VCO customer was on hold for a lengthy period of time and then CA typed (person hung up). Customer suspects that this CA must have disconnected the call by accident because why would the company disconnect the VCO caller. Also the CA was rude throughout multiple calls. Response to customer: We will forward your comments to the supervisor so the CA will be met with.   | 12/29/04 | Operator was advised to keep customer informed if there are long pauses in call processing.                          |